

# MONATions United 2020 Postponement

FAQs

**Q: WHAT ARE THE NEW DATES FOR MONATIONS UNITED?**

A: MONATIONS UNITED 2021 will be held September 8-12, 2021.

**Q: WHY IS THE LIVE MONATIONS UNITED EVENT MOVING TO A DIGITAL EVENT IN 2020?**

A: The live event has been moved online out of an abundance of caution regarding the current COVID-19 pandemic.

**Q: IS MONAT PLANNING AN ALTERNATIVE EVENT DURING THIS TIME?**

A: Yes. MONAT will host a live digital conference called IMPACT Week. Details regarding registration will be shared separately.

**Q: WILL THE TICKET PRICE BE THE SAME PRICE FOR 2021?**

A: No. Individual ticket prices for 2021 will increase to \$249 USD plus tax. However, if you choose to transfer your 2020 registration to 2021, your attendance is guaranteed at 2020 prices.

**Q: WHAT ARE MY OPTIONS IF I AM ALREADY REGISTERED FOR MONATIONS UNITED 2020?**

A:

- 1) Individual purchased tickets may request a full refund or to transfer the tickets to MONATIONS United 2021.
- 2) Voucher code registrations will be transferred to MONATIONS United 2021.

A one-time name change to already redeemed voucher codes will be processed if received by November 30, 2020. The redemption deadline for unused voucher codes is extended to April 30, 2021.

**Q: HOW DO I RECEIVE A REFUND?**

A: Go to monations.com and fill out the "Request a Refund" form. A refund check will be issued in your name and sent to the address you provide.

**INDIVIDUAL PURCHASED TICKETS**

**Q: I AM REGISTERED FOR 2020 AND WANT TO ATTEND IN 2021. WHAT DO I NEED TO DO?**

A: To confirm the transfer of your registration to MONATIONS United 2021, go to monations.com and fill out the "Confirm my Registration" form. A new confirmation will be sent once your registration has been transferred.

**Q: I AM REGISTERED FOR 2020 BUT AM UNABLE TO ATTEND IN 2021. MAY I OBTAIN A REFUND?**

A: Yes. MONAT will offer a full refund if you wish to cancel. If you registered individually at the standard rate of \$199 USD, please locate your confirmation e-mail and click to modify/cancel your registration.

You DO NOT need to contact your bank/credit card company to reverse the charges, as MONAT will credit the card used for the original purchase.

**Q: I DO NOT HAVE THE SAME CARD I USED FOR THE ORIGINAL PAYMENT. HOW CAN I OBTAIN A REFUND?**

A: Fill out the "Request a Refund" form on monations.com. We will credit your MoMoney card or issue a check if you are no longer with the company.

**Q: HOW LONG DOES IT TAKE TO PROCESS A REFUND?**

A: Once the refund is issued, it will take up to ten business days to reflect on your bank/credit card account.

**Q: IF I CANCELLED MY REGISTRATION PRIOR TO THIS ANNOUNCEMENT AND WAS CHARGED A PROCESSING FEE, WILL I BE REFUNDED THAT AMOUNT?**

A: Yes. We will refund your card automatically. Note that once issued, the refund takes up to ten business days to reflect on your bank/credit card account.

## **BUNDLE HOLDERS**

### **Q: WHAT HAPPENS WITH THE CODES THAT WERE USED?**

A: If your codes were used to register for MONATions United 2020, there is no further action required from you. Your registrations will automatically transfer to MONATions United 2021.

### **Q: WHAT HAPPENS WITH THE CODES THAT HAVE NOT BEEN USED?**

A: We have extended the deadline for these Voucher Codes until April 30, 2021. Please register at any time through April 30, 2021. This can be done by visiting [www.MONATions.com](http://www.MONATions.com) and selecting: [VOUCHER CODE REDEMPTION].

### **Q: IF A PERSON ON MY BUNDLE DOES NOT WANT TO TRANSFER THE REGISTRATION, CAN I CHANGE THE NAME ON THE TICKET?**

A: We are allowing a one-time name change for the codes that were originally used. An email will be sent with all the used codes and the information you will need to request a name change.

Then, go to [monations.com](http://monations.com) and fill out the "Change the Name on My Ticket" form. Provide all of the required information from the previous registrant, along with the new registrant information.

### **Q: IF PERMITTED, WHAT IS THE DEADLINE TO MAKE A NAME CHANGE TO AN INDIVIDUAL TICKET WITHIN MY BUNDLE?**

A: All requests need to be submitted by **April 30, 2021**. After this date, no requests will be accepted.

### **Q: CAN I MAKE MULTIPLE NAME CHANGES TO MY BUNDLE?**

A: No. Only a one-time name change is permitted. Multiple requests for the same code will not be processed. Go to [monations.com](http://monations.com) and fill out the "Change the Name on My Ticket" form.

### **Q: CAN I REQUEST A REFUND AFTER THE DEADLINE?**

A: Unnamed tickets or bundles after **April 30, 2021** will have no value, are non-transferable, and no refund will be provided.

## **HOTELS AND FLIGHTS**

### **Q: I BOOKED MY HOTEL RESERVATION THROUGH THE MONATIONS UNITED WEBSITE. WHAT SHOULD I DO NOW? WILL I RECEIVE A REFUND FOR MY HOTEL DEPOSIT?**

A: Yes. Most MONATions United host hotels will automatically cancel reservations and process refunds. Some hotels require the reservation holder to request the cancellation directly. Please use the table below to determine which applies to you.

- Atlanta Marriot Marquis
- Courtyard Downtown
- Hilton Atlanta
- Hyatt Regency Atlanta
- Westin Peachtree Plaza

### **Q: I BOOKED A HOTEL RESERVATION ON MY OWN. WHAT SHOULD I DO NOW?**

A: Please contact the hotel directly. All hotels have different rules regarding the current situation, and contacting them directly is the best way to get an answer on your particular situation.

Now that we've announced MONATions IMPACT Week 2020, we know you may have questions about obtaining a refund of your MONATions United 2020 hotel deposits. Please be assured that hotel deposit refunds will become available or begin processing very soon.

While many hotel partners will group-cancel and issue automatic refunds for all reservations in the block, some require the individual reservation holder to request cancellation and refund directly. Here is a guide to help determine which applies to you:

Atlanta Marriot Marquis	Automatic cancelation / refund processing
Courtyard Downtown	Automatic cancelation / refund processing
Embassy Suites Downtown	Call to cancel
Hilton Atlanta	Automatic cancelation / refund processing
Hilton Garden Inn Downtown	Call to cancel
Hotel Indigo	Call to cancel
Hyatt Regency Atlanta	Automatic cancelation / refund processing
Ritz Carlton Atlanta	Details coming soon
Westin Peachtree Plaza	Automatic cancelation / refund processing

Whether automatic or pending request, we have been advised that the volume of refund requests has increased hotel processing time to as much as 21 days. We apologize for any inconvenience or delay in obtaining your deposit refund. Thank you for your patience!

## **AIRFARE**

### **Q: I BOOKED MY AIRFARE. WHAT SHOULD I DO NOW?**

A: Please contact the airline directly for specific rebooking and/or refund policies related to the COVID-19 pandemic.